EPMAC INSTRUCTION 2060.1D

Subj: MANAGEMENT AND USE OF ENLISTED PLACEMENT MANAGEMENT
       CENTER (EPMAC) TELEPHONE FACILITIES

Ref: (a) SECNAVINST 2060.1
      (b) SECNAVINST 2305.11A
      (c) OPNAVINST 2305.13A
      (d) DOD Directive 5500.7-R of 25 Mar 96

Encl: (1) Procedures for Using Direct Switched Network (DSN) and
          Commercial Long Distance Service
      (2) Procedures for Requesting Telephone Facilities and
          Service
      (3) Basic Phone Features and Procedures
      (4) Audix Voice Messaging System Features and Procedures

1. Purpose. To issue revised policy and procedures on
acquisition and use of telephones, peripheral telephone
equipment, Defense Switched Network (DSN), and commercial long-
distance service. This instruction is a complete revision and
should be reviewed in its entirety.

2. Cancellation. EPMACINST 2060.1C.

3. Policy

    a. EPMAC will provide the necessary level of telephone
service to accomplish the Command's mission in the most
efficient manner per references (a) through (c). The use of
Department of Defense (DOD) telephones and peripheral telephone
equipment for official purposes is approved for authorized
personnel. Per reference (d), the use of telephones and
peripheral telephone equipment for brief personal (unofficial)
use is also approved for authorized personnel under the
following criteria:

        (1) It does not adversely affect the performance of
official duties.

        (2) It is of reasonable duration and frequency and
whenever possible made during the employee's personal time such
as after duty hours or lunch breaks.

(3) Serves a legitimate public interest such as improving morale of employees or job searching in response to downsizing.

(4) Does not overburden the communication system and creates no additional cost to the government.

(5) Does not put Federal Government communications systems to use that would reflect adversely on DoD or the DoD Component (such as uses involving pornography; chain letters; unofficial advertising, soliciting, or selling except on authorized bulletin boards established for such use; violations of statute or regulation; inappropriately handled classified information; and other uses that are incompatible with public service).

b. Personnel are individually responsible and accountable for the proper use of the telephone system. Personal calls cannot result in a charge (i.e., long distance, calls to Directory Assistance or, Operator assisted calls) to the government even if the employee intends to reimburse the government. Personal long distance calls must be to a toll free number, charged to an employee's home phone number or another non-government number, charged to the called party if a non-government number, or charged to a personal telephone credit card.

c. Incoming collect calls pertaining to detailing or manning issues should be accepted as deemed necessary, but strictly limited in duration. Enclosure (1) contains the procedures for receiving collect calls.

d. Supervisors at all levels are inherently responsible to ensure this policy is enforced. The sole authority for direct contact with the Telephone Company, Naval Support Activity (NAVSUPPACT) New Orleans, for modifications to the telephone system is the Information Technology (IT) department.

4. Definitions

a. Direct Switched Network (DSN). The primary information transfer network for the Defense Communication System. It provides for the worldwide voice service for DOD.

b. Peripheral Telephone Equipment. Speakerphones, headsets, automatic dialing equipment, volume controls, facsimiles, or other similar telecommunications equipment.

5. Responsibilities

    a. Director, Information Technology Department

        (1) Serves as the single point of coordination and sole approval authority for telephone system change requests.

        (2) Maintains an inventory of installed telephone equipment.

        (3) Provides technical assistance and training as required and advises system users of methods to improve efficiency and effectiveness.

        (4) Conducts reviews of long distance billing to monitor unauthorized charges and advises department directors if necessary.

        (5) When necessary, coordinates training for Department Telephone Coordinators.

    b. Department Directors

        (1) Appoint in writing a Department Telephone Coordinator. Forward a copy of the appointment memorandum to the Director, IT department.

        (2) Ensure personnel have a thorough working knowledge of this instruction and the most cost efficient methods of using telephone facilities.

        (3) When notified of unauthorized phone charges, ensures that the responsible employee provides a check or money order for the amount of the call payable to the order of U.S. Treasury and review the incident for appropriate disciplinary measures.

    c. Department Telephone Coordinators

        (1) Be completely familiar with this instruction.

        (2) Act as the coordinator for changes and relocations to be submitted per enclosure (2).

        (3) Ensure personnel are trained in the proper use of

the telephone facilities at their disposal. Enclosures (3) and
(4) are user's guides provided for this purpose.

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**PROCEDURES FOR USING DEFENSE SWITCHED NETWORK (DSN)
AND COMMERCIAL LONG-DISTANCE SERVICE**

1. In conducting the official day-to-day business of EPMAC, most personnel must have the capability to initiate or receive telephone calls. Outgoing calls can be made via DSN and commercial long distance. Incoming calls can be direct dialed or collect. All personnel shall be fully familiar with this enclosure to ensure the most cost efficient options are used.

    a. <u>Direct Switched Network</u>. For outgoing calls, this method is the most cost efficient. To use DSN, dial 5, wait for the dial tone and then dial the seven-digit DSN number. Overseas DSN calls are made by calling the Overseas Switchboard at (DSN) 564-0111. The switchboard operator will ask for the precedence and the phone number, then connect the call.

    b. <u>Commercial Long Distance</u>. For outgoing calls, this method is the least cost efficient. Long distance should only be used if it is determined that the call cannot be made via DSN. Dial 9-1, the area code, and the seven digit telephone number.

    c. <u>Incoming Collect Calls</u>. Incoming collect calls pertaining to official EPMAC business (detailing, manning, placement issues, etc.) should be accepted as deemed necessary, but strictly limited to 10 minutes or less in duration. The nature of a collect call should be quickly ascertained, call back information obtained, and the call returned by more cost efficient methods.

2. Personnel are individually responsible and accountable for the proper use of the telephone system. All individuals are to make use of the phone services available to ensure the most cost efficient options are used. Personal calls cannot result in a charge (i.e., long distance, calls to Directory Assistance, or Operator assisted calls) to the government even if the employee intends to reimburse the government. If placing a long distance call or receiving a collect call, it is in the best interest of the individual to note the date, time, and purpose of the call in case there is a question concerning whether or not the call was authorized.

**PROCEDURES FOR REQUESTING TELEPHONE
FACILITIES AND SERVICE**

1. Trouble Service Calls. During working hours, equipment malfunctions must be promptly reported to the Information Technology (IT) department. Only authorized maintenance personnel are to repair telephone equipment, including peripheral equipment.

2. System Modification Requests. The importance of careful planning cannot be overemphasized. Too often, system modification plans fail to accommodate organizational or office space changes and follow-up corrective work becomes necessary.

   a. Changes in existing telephone facilities must be carefully analyzed and planned to ensure that:

      (1) The change is necessary to enhance accomplishment of assigned duties in the most cost-effective manner.

      (2) The change has been coordinated with all affected persons and will result in long-term vice short-term benefit upon completion.

   b. Requests for system modification shall be submitted by Department Phone Coordinators at least 7-14 days in advance and shall include:

      (1) Description of any existing phones or equipment involved (i.e., phone extension, digital or analog, a list of all lines connected to the instrument(s), and any peripheral equipment connected or requested).

      (2) The name and phone number of a contact who is familiar with the request and would be available to answer any questions that may arise.

      (3) Requests for additional peripheral equipment must be separately justified and approved by the Director, IT department.

BASIC PHONE FEATURES AND PROCEDURES

1. <u>Standard/Fixed Features</u>

    a. <u>Call Transfer</u>

        (1) <u>Analog</u>. To transfer present call to another extension, press the receiver button down for one second, dial extension where call is to be transferred, wait for the person to answer, announce that you are transferring the call, and then hang up.

        (2) <u>Digital</u>. To transfer present call to another extension, press **TRANSFER**, dial extension where call is to be transferred, announce call, press **TRANSFER**, and then hang up.

    b. <u>Conference Calls (Digital Phones only)</u>. You can have up to six parties on a conference call. To add another party to a call you're connected with, press **CONF**, dial the party's number. When the new party answers, press **CONF**. Repeat to add other parties.

    c. <u>Speakerphone</u>. To place/answer a call without lifting the handset, or to use speakerphone with any feature, press **SPEAKER**. To prevent other party from hearing you, press **MUTE**.

    d. <u>Select Ring and Ringer Volume</u>

        (1) <u>Analog (Ringer Volume)</u>. Lift the handset. Press **PROGRAM** (the Mute indicator flashes). Press **6**. To select LOW, press **1**. To select MID, press **2**. To select HIGH, press **3**. Each time you press a button, the selected volume will ring. To select the option, press **PROGRAM**. A beep sounds on the handset. When finished, replace the handset.

        (2) <u>Analog (Ringer Tone)</u>. Lift the handset. Press **PROGRAM** (the Mute indicator flashes). Press **7**. Press a dialing button **0** to **4**. Each time you press a button, the selected tone will ring. To select an option, press **PROGRAM**. A beep sounds on the handset. When finished, replace the handset, and then start from the beginning. If four beeps sound during programming, a wrong key was pressed. Replace the handset, and then start from the beginning. If you change the ringer tone when the ringer is set to OFF, the ringer will automatically turn ON.

EPMACINST 2060.1D

　　　　(3) Digital (Ring and Ringer Volume). There are eight
ring patterns. Press **SHIFT** then press **HOLD**. Continue to press
HOLD until you get desired ring pattern. Press **VOLUME** button to
adjust ringer volume. When you hear the desired ring pattern
and volume, press **SHIFT** again.

2.　　Common/Useful Features and Procedures.

　　a.　Send All Calls. Send all calls immediately to currently
configured pickup/coverage group.

　　　　(1) Lift handset and dial ***3**. You'll hear a
confirmation (3 tones), then hang up.

　　　　(2) To cancel, lift handset and dial **#3**.

　　b.　Call Forwarding All Calls. Temporarily redirect all
calls to another extension.

　　　　(1) Lift handset and dial ***2**. Dial extension where
calls are to be sent. You'll hear a confirmation (3 tones),
then hang up.

　　　　(2) To cancel, lift handset and dial **#2**.

　　c.　Call Pickup. Answer a call placed to another extension
in your pickup/coverage group, lift handset and dial ***7**.

　　d.　Last Number Dialed. To automatically redial the last
number you dialed, press **REDIAL/LAST_NUMB** or lift handset and
dial ***9**.

　　e.　Automatic Callback (Digital Phones). Force a busy
extension to ring back when the line becomes free.

　　　　(1) After dialing a busy extension, press **AutCB** from the
soft keys menu.

　　　　(2) To cancel, press **AutCB** from the soft keys menu.

　　f.　Transfer Call to AUDIX Voicemail (Digital Phones). To
send a caller to AUDIX to leave a voicemail message, press
TRANSFER with caller on line, dial **#9**, and press **TRANSFER**.
Caller will hear greeting and can leave a message.

AUDIX VOICE MESSAGING SYSTEM FEATURES AND PROCEDURES

1. <u>Logging into AUDIX</u>

    a. From an EPMAC extension, dial 8-8000 (if calling from outside, dial 678-8000)

    b. Enter extension and **#** (if calling from your extension, enter **#** only)

    c. Enter password and press **#**.

    d. Follow voice instructions to record and send messages, get and respond to messages, create and/or administer greetings, and change password

*NOTE: If this is the first time signing onto AUDIX, "**1**" is the default password. Follow prompts to record your name and/or selecting your personal password. Passwords must be at least 6 numbers and will have to be changed on a periodic basis.*

2. <u>AUDIX Multiple Personal Greetings</u>. Examples of call types are: System Greeting, All Calls, Busy Calls, No Answer Calls, Internal Calls, External Calls, and Out of Hours Calls. Activating a greeting simply involves telling AUDIX which call type the greeting should be used for. Up to three call types apply at any one time, so up to three greetings can be active at one time. These are either: ***Busy/No Answer/Out of Hours*** or ***Internal/External/Out of Hours***. The following are example greetings:

    a. <u>All Calls</u>: "Hello. This is _____. I am unable to answer your call just now. At the tone, please leave your name, number, and a message and I'll return your call as soon as possible. Thank you for calling."

    b. <u>No Answer Calls</u>: "Hello. This is _____. I am in the office today, but I've stepped away from my desk. Please leave your message and I'll return your call when I get back. Thank you for calling."

    c. <u>Busy Calls</u>: "Hello. This is _____. I am busy on a call right now. Please leave your message and I'll return your call shortly. However, if you need immediate assistance, please dial ****T, (Ext. number), followed by #*** and _____ will be able to assist you. Thank you for calling."

d. Out Of Hours Calls: "Hello. This is _____. Our office hours are 8-5, Monday-Friday. Please leave your message and I'll return your call the following business day. Thank you for calling."

e. All Calls (Away From The Office): "Hello. This is _____. I'll be away from the office until (date and or time). I am checking for messages so please leave me yours and I'll return your call as soon as possible."

*Note: **"0"** directs the caller to the Operator or a designated person for you. Directing the caller to dial **"*T and extension number followed by #"** means you're giving the caller someone specific to speak with in your absence without having to hang up and dial again.*

3. Using AUDIX features. To use any AUDIX features, you must first log onto AUDIX using procedures in paragraph 1. The AUDIX system has a voice menu and each option is explained. At any time, you can return to the "Activity Menu" by pressing ***7**.

a. Basic Commands

    (1) Help   ***H** or ***4**

    (2) Return to Activity Menu   ***R** or ***7**

    (3) Delete   ***D** or ***3**

    (4) Exit   ****X** or ****9**

b. Record and Send Messages. From the Activity Menu, press 1 "Record and Send Messages." Follow the automated voice menu system to record a message and send it or schedule it for delivery.

c. Get and Respond to Messages. From the Activity Menu, press 2 "Get and Respond to Messages." Follow the automated voice menu system to listen, reply, or forward messages.

d. Recording Personal Greetings. From the Activity Menu, press 3 "Create Personal Greetings." The recording will say which greetings are active. Press 0 to listen to the greetings. Follow the automated voice menu system to record, edit, or delete greetings.

    e.   <u>Check Outgoing Messages</u>. From the Activity Menu, press 4 "Check Outgoing Messages." Follow the automated voice menu system to listen, change/resend, or delete outgoing messages.

    f.   <u>Change Password, Create Lists, Personal Directories</u>. From the Activity Menu, press 7 "Change Password/Create Lists/Personal Directories." Follow the automated voice menu system to change AUDIX password and/or re-record your name.

4.   <u>Transfer Phone Coverage to AUDIX</u>. Your phone is set to transfer calls to AUDIX when your line is busy and either all other line(s) in your coverage group are busy or when there is no answer on your line and other(s) in your coverage group. To bypass everything and transfer all incoming calls to voicemail:

    a. Pick up handset, dial ***2**, wait for dial tone, dial 8-8000, listen for three beeps, then hang up.

    b. To cancel, pick up handset, dial **#2**, listen for three beeps, then hang up.